



AppleCare Setup Services

Key Features

Reliable

- Fast, expert installation or upgrade
- Direct from Apple
- Services performed by authorized Apple Education Service Support Providers

Simple

- Single source for:
 - Apple hardware
 - Mac OS software
 - Setup services

Affordable

- Complete installation or upgrade for one low price

AppleCare Setup Services offer an easy, affordable way for schools to install or upgrade Apple systems. No longer do your technical support personnel have to take time away from assisting users with their problems. Now you can get expert Macintosh services directly from an authorized Apple Education Service Support Provider near you, giving you peace of mind that your installation or upgrade will be performed quickly and professionally. That allows your users to take advantage of the new systems or new capabilities right away.

The current AppleCare Setup Services include

- AppleCare System Setup Service, which provides complete installation and setup of new Macintosh systems
- AppleCare AirPort Network Installation Service, the easy way to create a high-speed wireless network for your users
- AppleCare Mac OS 9 Installation Service, which gives your users the benefits of Apple's latest operating system
- AppleCare System Hardware Upgrade Service, an economical approach to installing memory, AirPort, and other upgrade kits

Because AppleCare Setup Services come directly from Apple, you get a one-stop solution for hardware or software purchase and setup. That means no hassles with finding someone to install your new equipment, or having to open multiple purchase orders to get everything done.

AppleCare Setup Services are part of the extensive AppleCare service and support product family—a key element of our commitment to supporting your investment in Apple technology. There's no better place to trust your Apple systems than with Apple, the people who know your Macintosh best.



Specification Sheet

AppleCare Setup Services

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Prerequisites

- Nearby LAN connection (if you want Apple to connect the systems to your network)

Scope of services

- Provide a Statement of Work for your review and approval
- Unpack each system
- Inspect and install systems per product specifications
- Attach each system's display, keyboard, mouse, and cords
- Install any Apple add-ins that have been purchased with the system, such as additional memory, an AirPort Card, and/or a network interface card
- Set up and connect Apple peripherals and accessories to each computer
- Connect the computers and/or peripherals to an existing local area network
- Verify that computers and LAN connections are operational
- Provide a Service Completion Report for your signature

AppleCare System Setup Service

Now when new computers arrive, your technology support staff can keep assisting users instead of taking time off to install the systems. With AppleCare System Setup Service, we take care of getting your new Apple systems up and running, from unpacking them to setting them up on your network.

This complete hardware setup service ensures the immediate availability and productivity of your school's new Apple systems. AppleCare System Setup Service is available only from Apple, and is performed by authorized Apple Education Service Support Providers.

Features	Benefits
Fast, reliable system setup	<ul style="list-style-type: none">• Gets your new Apple systems up and running quickly and expertly• Provides immediate productivity for your staff and students
Complete setup of all Apple components, including computers, add-ins, accessories, and peripherals	<ul style="list-style-type: none">• Provides complete system setup services in one visit, for one price
Direct from Apple	<ul style="list-style-type: none">• Simplifies your technology choice, because you can get both systems and setup services from Apple• Lets you use a single purchase order for both system purchase and setup• Ensures that the service will be completed to your satisfaction
Services performed by an authorized Apple Education Service Support Provider	<ul style="list-style-type: none">• Gives you the peace of mind of knowing that your system is being set up by an Apple expert• Frees your internal staff to focus on other responsibilities
Flexible scheduling	<ul style="list-style-type: none">• Helps you meet your deployment timeline
Affordable pricing	<ul style="list-style-type: none">• Allows you to enjoy the benefits of expert system setup without significantly affecting your computer purchase budget

This service does not include

- Moving systems from warehouse or loading dock
- Installing third-party software or hardware
- Loading, backing up, or transferring customer data
- Planning or designing networks
- Installing or repairing networks
- Connecting computers and/or peripherals to a LAN that does not have a nearby outlet
- Removing packing materials and product boxes from the site (hauling)



Specification Sheet

AppleCare Setup Services

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Prerequisites

- One or more AirPort-ready Apple computers
- An existing Ethernet network
- An available electrical outlet for the AirPort Base Station
- For multiroom installations: A completed wireless site survey

Scope of services

- Review your wireless site survey (when there is one)
- Provide a Statement of Work for your review and approval
- Verify the availability of Ethernet connections and an electrical outlet for the AirPort Base Station
- Verify that all systems are operational prior to the AirPort upgrade
- Verify the initial system and network configuration
- Install the AirPort Base Station and AirPort Cards
- Install AirPort software on your computers
- Verify the final system and network configuration
- Verify that the systems are operational after the upgrade and are successfully communicating with your network via AirPort
- Provide a Service Completion Report for your signature

AppleCare AirPort Network Installation Service

Apple's AirPort wireless networking technology provides high-speed shared Internet access without wires.* AirPort-equipped computers can communicate up to 150 feet away from an AirPort Base Station—even through walls, so your wireless Internet access can extend across several classrooms and even outdoors. Students and teachers can also use AirPort-equipped computers to communicate directly with each other—a great tool for collaboration and file sharing. With AirPort, learning takes place wherever it needs to, not just where Ethernet cable is located.

Now you can make sure that your AirPort network is set up and configured quickly and properly. With AppleCare AirPort Network Installation Service, your users get immediate productivity benefits from this exciting new technology, and you get the assurance of a reliable installation by authorized Apple Education Service Support Providers. Each AirPort Network Installation Service purchase covers one AirPort Base Station and up to six client systems.

Features	Benefits
Versatile AirPort wireless networking	<ul style="list-style-type: none">• Provides high-speed network connectivity without the cost and hassle of Ethernet wiring
Fast, reliable installation	<ul style="list-style-type: none">• Gets your wireless network up and running quickly and correctly• Provides immediate productivity for your staff and students
Complete installation of all AirPort hardware and software	<ul style="list-style-type: none">• Provides a complete wireless networking solution in one visit, for one price
Direct from Apple	<ul style="list-style-type: none">• Simplifies your technology choice, because you can get both systems and setup services from Apple• Lets you use a single purchase order for both AirPort purchase and installation• Ensures that the service will be completed to your satisfaction
Services performed by an authorized Apple Education Service Support Provider	<ul style="list-style-type: none">• Gives you the peace of mind of knowing that your wireless network is being set up by an AirPort expert• Frees your internal staff to focus on other responsibilities
Flexible scheduling	<ul style="list-style-type: none">• Helps you meet your deployment timeline
Affordable pricing	<ul style="list-style-type: none">• Provides expert installation of an entire AirPort network at one low cost

This service does not include

- A wireless site survey
- AirPort network installation in multiple rooms without a wireless site survey
- Planning or designing wireless networks
- Loading, backing up, or transferring customer data
- Redesigning or repairing existing networks
- Software or driver upgrades
- Repairs found to be necessary during initial testing
- Setup or installation of hardware or software not purchased from Apple
- Network administration, such as setting up file sharing or passwords on file servers
- Connecting computers and/or peripherals to a LAN that does not have a nearby outlet
- Removing packing materials and product boxes from the site (hauling)

*Requires an account with an Internet service provider.



Specification Sheet

AppleCare Setup Services

Prerequisites

- Purchase of Mac OS 9 for all systems on which the OS installation is to be performed
- These minimum system requirements:
 - A Mac OS-based Apple computer with a PowerPC processor
 - 32MB of physical RAM, with virtual memory set to at least 40MB

Scope of services

- Preinstallation onsite assessment
 - Check all system profiles prior to upgrade
 - Identify all Apple and third-party software applications
 - Identify system configurations prior to upgrade
 - Identify network software and configuration prior to upgrade
 - Identify and document Mac OS 9 compatibility with existing system and network profiles
 - Complete a Statement of Work and have it approved
 - Schedule an onsite appointment for the upgrade service
- Mac OS 9 Upgrade Installation Service
 - Verify that each system is operational prior to upgrade
 - Verify the initial system configuration
 - Verify network configuration
 - Install Mac OS 9
 - Verify the final system and network configuration
 - Verify that the system is operational after upgrade
 - Notify you that the upgrade is completed, and that the system is ready to use
 - Provide a Service Completion Report for your signature

AppleCare Mac OS 9 Installation Service

Mac OS 9 is the ultimate upgrade for anyone on the Internet. Not only does this new version of the world's easiest-to-use operating system offer an incredibly powerful collection of Internet tools, it also enables multiple users to personalize a shared computer, allows teachers to monitor and control student workstations, and helps individuals easily access services and protect files. Use Mac OS 9 to quickly find information, communicate with other people, and keep your Apple systems updated.

AppleCare Mac OS 9 Installation Service brings the benefits of this powerful software to systems that currently run Mac OS 7 or Mac OS 8. The service is performed by authorized Apple Education Service Support Providers, giving you peace of mind that your OS migration is being performed by Apple experts.

Features	Benefits
Preinstallation assessment	<ul style="list-style-type: none">• Promotes successful OS installation• Ensures that your systems are evaluated by people who know Mac systems thoroughly
Fast, reliable installation	<ul style="list-style-type: none">• Gets your systems back up and running quickly and correctly• Provides immediate productivity for your staff and students
Direct from Apple	<ul style="list-style-type: none">• Simplifies your technology choice, because you can get both the OS and installation services from Apple• Lets you use a single purchase order for both OS purchase and installation• Ensures that the service will be completed to your satisfaction
Services performed by an authorized Apple Education Service Support Provider	<ul style="list-style-type: none">• Gives you the peace of mind of knowing that your system software is being upgraded by an Apple expert• Frees your internal staff to focus on other responsibilities
Flexible scheduling	<ul style="list-style-type: none">• Helps you meet your deployment timeline
Affordable pricing	<ul style="list-style-type: none">• Allows you to enjoy the benefits of expert system software upgrades at a low cost

This service does not include

- Mac OS 9 software
- Installation at multiple physical locations for fewer than 10 systems at a given location
- Installation of memory cards
- Software or driver upgrades
- Repairs found to be necessary during initial testing
- Setup or installation of hardware or software not purchased from Apple
- Backup of customer data or applications
- Loading or converting customer data or electronic files
- Network troubleshooting or repairs
- Network administration, such as setting up file sharing or passwords on file servers
- Redesigning an existing network or planning and/or designing a new network
- Connecting computers and/or peripherals to a LAN that does not have a nearby outlet
- Removing packing materials and product boxes from the site (hauling)



Specification Sheet

AppleCare Setup Services

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Prerequisites

- Purchase of appropriate upgrade kits for all systems on which upgrades are to be performed

Scope of services

- Verify that the system is operational prior to the upgrade
- Verify the initial configuration
- Remove components replaced by the upgrade
- Install all hardware included in the upgrade kit
- Verify the final configuration
- Reinstall or upgrade the operating system software, when included with the upgrade
- Install software upgrades included in the upgrade kit
- Reinstall any software that was included with the original configuration of the system from Apple
- Return appropriate hardware components to the customer or to Apple
- Verify that the system is operational after the upgrade
- Notify you that the upgrade is completed, and that the system is ready to use
- Move packing material and product boxes to an onsite location
- Provide a Service Completion Report for your signature

Note: Apple and our providers are not responsible for Apple-disclosed incompatibilities that may occur due to the upgrade.

AppleCare System Hardware Upgrade Service

The AppleCare System Hardware Upgrade Service offers an efficient, cost-effective way of adding RAM, AirPort Cards, and other Apple add-ins to your Apple computers. The service uses authorized Apple Education Service Support Providers to ensure that your upgrades are performed promptly and correctly, giving your users immediate productivity with their upgraded systems.

Features	Benefits
Your choice of AirPort, RAM, and other upgrades	<ul style="list-style-type: none">• Gives you a simple path to enhance your Apple systems with wireless networking, additional memory, and other options
Fast, reliable hardware upgrades	<ul style="list-style-type: none">• Gets your systems back up and running quickly and correctly• Provides immediate productivity for your staff and students
Direct from Apple	<ul style="list-style-type: none">• Simplifies your technology choice, because you can get both upgrade kits and installation services from Apple• Lets you use a single purchase order for both upgrade purchase and installation• Ensures that the service will be completed to your satisfaction
Services performed by an authorized Apple Education Service Support Provider	<ul style="list-style-type: none">• Gives you the peace of mind of knowing that your upgrade kit is being installed by an Apple expert• Frees your internal staff to focus on other responsibilities
Flexible scheduling	<ul style="list-style-type: none">• Helps you meet your deployment timeline
Affordable pricing	<ul style="list-style-type: none">• Allows you to enjoy the benefits of expert upgrade kit installation without significantly affecting your upgrade budget

This service does not include

- Assessment of upgrade and existing software compatibility
- Moving upgrade kits to the upgrade location, such as from a loading dock
- Repairs found to be necessary during initial testing
- Setup or installation of hardware or software not purchased from Apple
- Backing up any customer data or applications
- Loading or converting customer data or electronic files
- Troubleshooting or repairing networks
- Network administration, such as setting up file sharing or passwords on file servers
- Redesigning an existing network, or planning and/or designing a new network
- Connecting computers and/or peripherals to a LAN that does not have a nearby outlet
- Removing packing materials and product boxes from the site (hauling)



Specification Sheet

AppleCare Setup Services

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Special Notes (Applicable to All Services)

- Installation service is available within a 50-mile radius of an authorized Apple Education Service Support Provider.
- Installation service may be available outside the 50-mile radius at an additional charge. Check with your Apple sales representative for more information.
- Installation services are provided at one location.
- Installation services are performed Monday through Friday, 8:00 a.m. to 5:00 p.m. local time.

Ordering Information

AppleCare System Setup Service

Order no. D1460LL/A

AppleCare AirPort Network Installation Service

Order no. D1469LL/A

AppleCare Mac OS 9 Installation Service

Order no. D1466LL/A

AppleCare System Hardware Upgrade Service

Order no. D1463LL/A

Educational institutions can purchase AppleCare Setup Services from the Apple Store for Education (www.apple.com/education/store) or by calling 800-800-APPL (800-800-2775).

For More Information

If you'd like to find out more about AppleCare Setup Services, please visit the Apple Store for Education website (www.apple.com/education/store) or call 800-800-APPL (800-800-2775).

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